

PAYMENT OPTIONS

MAIL | ONLINE | BILLPAY | DIRECT DEBIT

Payments are due on the 1st of the month of your association's transaction period

This could be monthly, quarterly, semi-annually, or annually, refer to your association's annual budget packet or contact us for more information

1) PAY BY MAIL

Separate checks or money orders are required for each property and each unit, along with your coupon or statement. Make checks payable to your association and have your Associa Hawaii account # written on the memo line. Refer to your coupon or statement for instructions and where to mail your payment. Payment is credited on the business day it is received, not the postmarked date. Cash payments and post-dated checks are not accepted.

2) PAY ONLINE

Online payment is available using our **TownSq** web platform or mobile app. Your monthly charges can be viewed the first of each month. You can pay using your checking account (eCheck), debit or credit card. If using the autopay options, 'open account balance' will deduct the whole balance including sub-metered utility charges. If choosing 'recurring charges', it will **ONLY** deduct monthly fees and will not include any sub-metered utility charges or miscellaneous charges, such as fines or late fees. **Online payments are subject to a convenience fee, \$2.95 for eCheck, \$2.95 and 3.5% for debit & credit cards.**

Need to register for TownSq?

Using Google Chrome, Safari or Firefox, visit <https://app.townsq.io/associa/signup>, enter your **7-digit** Associa account number (no zeros or dash) and property **zip code**. If you have more than one account, each needs to be registered separately, however, they can be linked together on TownSq. If your property is new to Associa, online payment access will become available on the first day we manage your property.


3) PAY WITH YOUR BANK'S BILL-PAY

Inquire with your bank if a bill-paying service is offered to you. This may be available as a one-time or a recurring payment. You are responsible for updating the recurring payment amount, as periodic changes may occur. Your Associa Hawaii account # must be included in the memo line of your bill-paying check to ensure proper crediting to your account and preventing any delays. Checks must be payable to your association.



Please follow the instructions below for mailing your Direct Debit Application:

- 1) Fill out the Blue Direct Debit Application
- 2) Remove by cutting along the dotted line
- 3) Mail separately from your payment to the address shown below.

Please see reverse side 

**ASSOCIA HAWAII
ATTN: DIRECT DEBIT DEPARTMENT
737 BISHOP STREET, SUITE 3100 (MAUKA)
HONOLULU, HI 96813**

DIRECT DEBIT

4) PAY UTILIZING DIRECT DEBIT

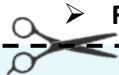
This automatic payment is a **free service** available to our homeowners. With Direct Debit, your bank electronically transfers **all recurring** payments from your checking or savings account through an Automated Clearing House (ACH) directly into your Association's account on the 10th of the month it is due, or the next business day if the 10th falls on a weekend or holiday.

NEED TO KNOW...

- You are responsible to pay:
 - **Any outstanding balance that exists prior to your first Direct Debit payment**
 - Non-recurring charges, to include but not limited to late penalties and compliance fines
- Recurring payments includes sub-metered utility charges, if applicable
- Withdrawal amount is automatically adjusted, should there be an increase or decrease in your association fees
- Credit balances may be refunded upon request 30 days after all payments have successfully been applied. Refunds will be payable to the owner(s) and mailed to the address Associa Hawaii has on file
- Non-refundable fees are charged for all returned payments
- Fees are charged for all returned payments and are subject to change without notice:
 - \$10 - \$15 bank fee
 - \$30 processing fee
- Your association's annual budget includes:
 - When, where payments are due, how much to pay and how often
- When changing from online automatic payment to Direct Debit, you are responsible to cancel your online payment via TownSq or your bank's bill-paying service
- Bank account changes for Direct Debit will require submission of a new application and blank voided check

To Sign-Up for Direct Debit:

- Complete the application form below
 - CHECKING account **requires a voided check**
 - SAVINGS account requires an official bank letter that includes your full account # and routing # (bank statements are not accepted)
- **Mail your Direct Debit Application and voided check/bank letter to:**
Associa Hawaii, 737 Bishop Street, Suite 3100 (Mauka) Honolulu, HI 96813 Or
- **Email a PDF or photo of your Direct Debit and voided check/bank letter to:** AssociaHawaii-AR@associahawaii.com
- **Notify us of any Email and/or mailing address changes immediately** to Associa Hawaii in writing via email at info@associahawaii.com or mail to the address listed above
- **For inquiries, call:** (808) 836-0911 | **Fax:** 1(888) 608-4021



BLUE DIRECT DEBIT APPLICATION FORM → ALL RECURRING CHARGES

To START a Direct Debit, CHANGE BANK ACCOUNT or CANCEL, your official authorization is required. **Associa Hawaii must receive notification by the 20th**, for such requests to be effective in the next transaction period.

- SETUP CHANGE BANK ACCOUNT
 CANCEL

- CHECKING (include **voided check**, foreign checks not accepted)
 SAVINGS (include official **bank letter**, NOT a bank statement. Must have full account # and routing #)

Requesting effective from the month of: _____
Associa must receive notification by the 20th prior to the month of your requested effective date.

All owners on title: _____

Home Phone #: _____
Mobile Phone #: _____
Email: _____

Association Name (one application per property): _____

Associa Account # (as shown on your coupon or statement): _____

Unit/Lot #: _____

We, the owner(s), authorize our financial institution provided herein to accept the Automated Clearing House (ACH) transfer and charge the checking or savings account to pay ALL recurring association charges, including sub-metered utilities (if applicable). By signing this form, I/we are agreeing that the association charges will be deducted from the specified bank account.

Print Name: _____ Signature: _____ Date: _____